

W-02105A-08-0262



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: 2020 AUG 19 10 4: 5b

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion

No. 2008 - 70788

Date: 8/18/2008

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Diane

Sandland

Account Name:

Diane Sandland

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

Dolan Springs

CBR:

State:

AZ

Zip: 86441

is:

Utility Company:

Mount Tipton Water Co., Inc.

Division:

Water

Contact Name:

Julie Travis

Contact Phone: (928) 767-3713

Nature of Complaint:

8/18/08 Docketed under W-02105A-08-0262

Arizona Corporation Commission

DOCKETED

AUG 19 2008

Diane Sandland

[REDACTED]

DOCKETED BY

mm

Dear Arizona Corp Commission

In regards to Docket # W-02105A-08-0262 Please do not all for rate increase of \$10.00 per customer. This is an excessive amount for the poor retired residents on a very low fixed income the averages from \$200.00 - \$400.00 a month. There are so many Snow Birds like myself who only use the water maybe once or twice a year that should provide a considerable saving to the water company because we/us homeowners still pay about \$20.00 a month all year long even though we do not use the water. I am 100% against a water increase since I pay for 3,000 gallons of water that I never use. The retired residents of Dolan Springs cannot afford an increase in our water bill nor can I afford it either. Please do not allow an increase, if anything happens it should be to lower the rate for home owners like myself who live out of state and never use the water. To have to pay the same price for water Aprox \$19.50 a month that the people who live there pay is absurd. Why should we have to pay for some water that we are not using? I have not been out to my Arizona Dolan Springs retirement home for over a year. Yet for the past twenty five years that I have not lived there I have paid aprox \$20.00 a month. For what just to have a water meter at my house. Surely after 25 years it would have paid for itself. Mt Tipton Water Company is the only water company of Company period that I have ever paid for something that I am not using, and I have not been using the water for years. So where has all that money gone over the past twenty five years. In Calif I am also on a well but we only pay for what we use and if we go away for a month or two we do not pay for something we did not use. There is no flat rate. What is wrong with this picture? Paying for something we don't use. How about 10.00 a month for use of the meter until we use some water then pay accordingly. The bylaws need to be changed in favor of the citizens of Dolan Springs the ones who support the water company not in favor of the water companys greed. Please advise me that you received this letter. Thank You

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Please Please be supportive of the D Springs residents.

The Arizona Supreme Court needs to change the unfair law that states we will pay for water weather we use it or not. That is very very wrong!

Sincerely Diane Sandland

Homeowner @ [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/08 Written response mailed to Ms. Sandland

August 18, 2008

Diane Sandland
[REDACTED]

RE: Mount Tipton Water Co., Inc.

Dear Ms. Sandland:

Your letter regarding the Mount Tipton Water Co., Inc. ("Mount Tipton") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Mount Tipton application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/18/2008

Opinion No. 2008 - 70788
